



Initial Therapeutic Behavioral Services (TBS) Family and Youth Strategy Conference Call

October 25, 2010 Call Highlights

- The first conference call was held in October. We had a total of 94 connections for this call.
 - Participants included: youth and parents of youth who are receiving or have received Therapeutic Behavioral Services (TBS) services, parent partners, TBS providers, TBS coaches, County TBS Coordinators and the core TBS Family & Youth Strategy Team.
 - The following seven Level II Counties represented included: Alameda; Kern; Monterey; San Diego; San Joaquin; San Luis Obispo; San Mateo; and Tulare. The five Level I County participants included: Fresno; Madera; Stanislaus; Trinity; and Yolo.
- In February 2010, a workgroup was formed to develop the TBS Family and Youth Strategy. Beginning in September, DMH has been working with strategy partners (listed at the top of this document) to identify current structures used to involve family and youth in local TBS planning, outreach and engagement activities.
- As a component of the strategy implementation, DMH and its partners will host monthly TBS conference calls with parents, youth and local TBS Coordinators. The goal of the initial call was to introduce the conference call strategy and to outreach to future monthly participants.
- **DISCUSSION QUESTIONS & PARTICIPANT FEEDBACK:**

Question #1: What is the best way to let family and youth know about the calls and to invite them to future calls?

Feedback: Give more advance notice about the calls and provide translators for non-English speaking participants. Provide family friendly fliers since not every one has email.

Question #2: How should the calls be designed so that they are most beneficial to participants?

Feedback: Ask participants what days and time of the day works best for them to dial in. Whole arrays of times were provided: mornings; during the lunch or school hours; after school; evenings; and varying the time from month-to-month.

Question #3: How we can support family partners and other support team members help families and youth feel comfortable being on the call? Or make it possible for them to be on the call?

Feedback: Bring a speaker phone to the home.

Question #4: What topics would you like to discuss during future calls?

Feedback: Suggested topics included: what's working, what's not; qualifying for TBS; orientation and what to expect; and TBS team collaboration.

- For the November 29th conference call, participants are asked to review the Department's TBS Family and Youth Strategy Webpage:
http://www.dmh.ca.gov/Services_and_Programs/Children_and_Youth/TBSFamilyandYouthStrategy.asp and provide feedback regarding the helpfulness of the "Background" section.